



**SCOTTISH VETERANS' RESIDENCES
GOVERNING BODY MEETING**

**Record of Decisions
Held in the Boardroom and on Microsoft Teams on 15 March 2024**

Present: Jonathan Tweedie, **Chair**, Present
 Sue Bomphray (SB), Online
 Capt Andrew Cassels (AC), Online
 Richard Edlmann (RE), Present
 Teresa Griffiths CBE ARRC (TG), Online
 Tony Jones KC (TJ), Online
 Flt Lt Ross McElhinney RAF (RM), Online
 Sandy Telfer (ST), Online
 Rab Wallace (RW), Present

In attendance: George Corbett, Deputy Chief Executive (DCEO), Present
 Jeremy Chittleburgh (Treasurer), Present
 Colin Leslie, Head of External Relations (HER), Present
 Martin Nadin OBE, Chief Executive (Chief Exec), Present
 Colin Masson (Company Secretary), Present, **Minutes**

	Subject	Raised By	Additional Docs	Decision
1	Chair's Introduction	Chair		
1.1	The Chair welcomed all present, asking that the meeting focus on the Governing Body competencies and longer term strategy. He introduced TG at her first Governing Body meeting.			
2	Apologies	Chief Exec		Noted
2.1	Apologies had been received from Troy Johnson (TAJ), George Lowder (GL), Clive Masson (CM), Maj Surya Rai (MR) and Lt Andrew Smart RN (AS). The Chief Exec confirmed that with 9 Members present, the meeting was quorate.			
3	Minutes	Chair	Draft GBM Minutes from 8 Dec 2023	Accepted
3.1	The minutes from the Governing Body Meeting held on 8 Dec 23 were reviewed and accepted. Proposed: RE. Seconded: SB.			
4	Action Log	Chief Exec	SVR Action Log 15 Mar 24	Noted
4.1	Ser 83 – Implementation of new Tenure Documents for Whitefoord House (WHI) and Rosendael (ROS) – Chief Exec reminded the Governing Body that this had been paused while issues with two residents were resolved. Now that both residents had moved on, the time was right to introduce the revised Occupancy Agreement for Whitefoord House and Rosendael. The key aspect of the new agreement was that it was based on the model Occupancy Agreement for shared supported housing published by the Scottish Federation of Housing Associations.			

4.2	AC asked whether residents had been consulted on this. Chief Exec explained that new residents would sign on to the new agreement while existing residents would sign on at their next 6 month renewal point.
4.3	The Chair asked whether there was a plan if a resident refused to sign. The Ch Exec stated that failure to sign may lead to loss of occupancy. It would be necessary to explain to extant residents the reason for the change. Afternote: Ch Exec will consult with the Whitefoord House Residents' Committee and the Rosendael Residents' Champion to seek their assistance in introducing the revised agreement.
4.4	RE asked how much regulation was imposed upon us. Chief Exec stated that from a RSL perspective there was a significant level of regulation and that the introduction of the revised SHR Regulatory Framework (see Section 7 below) would strengthen that. That said, the proposed changes to the occupancy agreement were entirely within our gift.
4.5	Decision: The Governing Body approved the recommendation to implement a new occupancy agreement at WHI and ROS.
4.6	Introduction of Short Scottish Secure Tenancy Agreements (SSSTA) at Bellrock Close (BEL). This Ch Exec stated that TC Young (legal advisers) had advised SVR to switch from the current occupancy agreements at BEL to a 6 month rolling SSTA. The rationale for this was it could be argued that although the flats at BEL were heated from a central boiler and have a hotel style entry system, each had its own 'front door' and consequently were private dwellings. Under the current occupancy agreements, tenants could argue for a longer assured tenancy. The Ch Exec explained that the Scot Gov was imminently bringing a Housing Bill to Parliament, and this might have an impact on tenancies. He recommended to wait for the Bill to be enacted so we could be sure of any potential impact, and if still appropriate then change the tenancy agreement to SSSTA. He would ask TC Young representatives to attend the Q3 GB Meeting (13 Sep 24) to brief the Governing Body on the proposed change to tenancy agreement.
4.7	Decision: The Governing Body agreed to wait for the outcome of the new Housing Bill and decide at the Q3 Meeting on whether to switch to SSSTAs at BEL.
4.8	Ser 86 - Development of Crisis Management and Business Continuity Plans – The Chief Exec confirmed that plans had been produced and exercised. Grab bags containing emergency equipment (torches, tape etc) were still to be provisioned. The 2 nd phase would be the introduction of proprietary software that allowed plans to be managed and updated. Staff training for SMT on the new software would take place 19 and 20 Mar 24, delivered by Inverroy Digital. The Ch Exec stated that less the grab bags, SVR now had business continuity and a discrete crisis management plan for each residence.
4.9	Ser 91 - Chief Exec to write to tenants and residents confirming their obligation to pay their rent: The Ch Exec stated that he would inform tenants of their payment obligations through newsletters and softer messaging, rather than writing to individual tenants, the majority of whom paid on time. If the situation of non-payment continued, then directed letters would be delivered to those in arrears.
4.10	Ser 92 - Chief Exec to canvass residents' opinion on the existing catering services, specifically to ask about booking in / out to reduce food waste. The Ch Exec stated that the survey at ROS was complete with WHI complete by end Mar.

4.11	Ser 93 - Chief Exec to distribute the Treasurer's Report and provide the total cost of the pay award. This had been circulated for Out of Committee review and would be presented at Section 5 (Treasurer's Report) for approval.
4.12	Ser 94 - Chief Exec to publish the Residence rent changes to give residents 28 days' notice of proposed increase, and submit them to local authorities for agreement. Ch Exec stated that these proposals had been submitted, agreed and were now in payment.
4.13	Ser 95 - HER to provide Chair with details of the Scottish Military Ball organiser to send a thank you note. This would be done by 22 Mar 24.
4.14	Ser 96 - HER to explore whether a case study can be done to highlight the employment successes at WHI. This was work in progress.
4.15	Ser 97 - Chief Exec to meet with Residence Managers to discuss and devise a standard Residence Report. A new format had been devised and would be briefed later in the meeting.
4.16	Ser 98 - Chief Exec to examine whether funding is available for increased counsellor support at BEL. Ch Exec stated that we were now providing this. It would be funded at risk given that there was no discrete line for this in the budget. The cost so far was £420 for 6 sessions of therapeutic counselling and it was felt that at these rates, the cost could be absorbed.
4.17	Ser 99 - Chief Exec to include provision of follow on support to Residents in the Glasgow area as part of the work with Poppyscotland. This was a work in progress.
4.18	Ser 100 – Lime render at WHI. To be covered later under strategic risks.
4.19	Ser 101 - Cyber Security - Chief Exec to produce a matrix of options for the Governing Body to consider to undertake an independent cyber security assessment including penetration testing of SVR's IT network. This was a work in progress.
4.20	Ser 102 - Chief Exec to provide physical and cyber security audit reports to ARC for consideration. The physical security reports for all residences had been completed by Inverroy and were being worked through by the SMT and ARC. The cyber aspect remained a work in progress as per serial 101.
4.21	Ser 103 – Induction for TG. This was complete.
4.22	BEL Risk Register:
4.23	Ser 6 - Maintenance Costs & Ser 9 Benchmarking. This was work in progress.
4.24	Sers 7 - Arrears Process. Ch Exec stated that a draft policy on the arrears process was on circulation with the Residence Managers.
4.25	Ser 8 - Voids Processes. Voids management had been good with few voids and quick fills. SVR had confirmed its legal responsibility for possessions on abandonment i.e. kept for 2 weeks then disposed of.
4.26	Ser 12 - Extended Support. Outreach is being provided as former residents maintain

	contact with their support workers after they have left and are sign posted to wider assistance.			
5	Finance	Chair, Chief Exec, Treasurer	Verbal	Noted
5.1	Treasurer's Report – The Treasurer stated that SVR, in operational terms, was operating at a deficit of £408k at the end of 2023. This was mainly due to the combination of slightly less rent prior to the rent increases in Jan 24; voids, particularly at WHI; catering costs; and an overspend on planned maintenance. That said, there had been a saving on heat and light. The Charity had also received 2 significant legacies, and the income from investments had increased. This meant that the overall position for the year would be a small surplus.			
5.2	The Treasurer stressed the importance of timely rent collection as rental debtors (residents leaving without paying) had cost SVR £100k in 2023 with little chance of recouping the loss.			
5.3	Cash continued to be strong, investments had had a better year, and the cashflow projections over the next 3 years were within the limits set out in policy, such that nothing needed to be reported as an issue.			
5.4	The main message from the Treasurer was that it was a challenging environment with income not keeping pace with rising costs. Reducing voids and chasing those in arrears would place us in a better position.			
5.5	The Chair described this as fair challenge with SVR's surplus only due to the charitable donations and investment income in 2023.			
5.6	The Chief Exec noted the point on chasing debtors but stressed the need to target those who were behind in their rent payments rather irritate the majority of up to date residents with written reminders. The Chair agreed, stating that we had to remember that we were dealing with vulnerable individuals.			
5.7	The Chair asked the Treasurer about the interest rates currently being received on cash deposits and stated that the Investment Committee would look to see whether we were optimising the return on this given the recent changes to interest rates.			
5.8	TG asked if there was a cap on agency spend having seen elsewhere how using agency staff was an easy alternative to recruiting permanent staff. The Treasurer said that he was monitoring this and while the spend was not large, the increase in agency spend over the last year was for legitimate reasons such as covering sickness or staff moving on. The Ch Exec stated that 2023 had been challenging with gaps in support workers and night concierge positions. These gaps had now been filled and, with staff levels currently the best he had seen since joining the organisation, he hoped we had turned a corner on this particular issue.			
5.9	National Fraud Initiative (NFI). The Ch Exec explained that the SHR had invited RSLs to join the NFI in 2024. There will be 3 data sets (Creditors, Payroll, Tenancy and Waiting Lists) with Chiene and Tait supplying most of the data. By cross matching the data with other governmental departments, fraudulent behaviour, such as multiple applications for housing benefit or staff not declaring a second job, would be exposed. Over the next few months, Data Protection Impact Assessments would be completed and separate Privacy Notices provided to Staff, Tenants and Residents. Data sets would be provided in Oct/Nov 24 with any matches released in Jan 2025. This			

	provides another level of assurance, governance and fraud protection. It also supports the SHR which is keen that as many RSLs as possible engage with the scheme.			
5.10	AC asked on the GDPR aspects of sharing personal data. Ch Exec stated that it had a legal underpinning relating to the detection of crime.			
5.11	The Chair stated that this was a valuable exercise and a useful confidence building measure with SHR. AC stated that once participation in the initiative was known, it provided a deterrent to fraudulent behaviour.			
5.12	Ratification of the Budget. The Chief Exec asked the Governing Body to ratify the Budget which, due to connectivity issues, had been promulgated by email following the meeting on 8 Dec 23. There had been no disagreements but as this had been done Out of Committee, the Governing Body was asked to ratify that decision.			
5.13	Decision: The Governing Body accepted the budget as ratified.			
6	Operations	Chief Exec	Chief Exec's Report	Noted
6.1	The Chief Exec expanded on one issue from his written report, namely the dismissal of a concierge at WHI.			
6.2	ROS Water Hygiene – DCEO updated the Governing Body following the discovery of legionella at ROS in 2023. This has been cleared, faulty valves replaced and a more frequent flushing regime brought into effect.			
6.3	Replacement of the 2 Lifts at WHI. Tenders had been received [REDACTED] [REDACTED] [REDACTED] The work was necessary as the lifts were frequently breaking down (18 times in 2023) and were becoming obsolete. These would be the last lifts to be renewed on the SVR estate and it was the consultant's view that we should proceed. Costs, while appearing high, were budgeted for as capital works.			
6.4	Decision. The Governing Body agreed to proceed with the work to replace the lifts at WHI and go with the tender described.			
6.5	Replacement of Fire Alarm Detectors a BEL. While the system was compliant, the detectors were approaching 10 years of age and should be replaced. [REDACTED] [REDACTED]			
6.6	Decision. The Governing Body agreed to the work to replace the fire alarm detectors at BEL.			
6.7	Boundary Repairs at ROS. £5k had been spent on tree surgery with 5k needed on fencing. DCEO stated that he would work with the new architect to ensure that work was limited to essential boundary repairs given the increased costs incurred with the lift replacement at WHI.			
6.8	Redesign of the Kitchen at WHI. This was last refurbished in 2007 and costs estimates were in the region of £12k. The Chair said this was tied into the strategic review so any work should be sequenced with the outcome of the review.			

6.9	The Electrical Installation Condition Reports & EPCs for the Residences. These were obligatory with the EICRs complete and the EPCs to be done before they expire.
6.10	HER Report. HER stated that SVR had submitted a bid [REDACTED] for the lift replacement at WHI with a response due in the next couple of months.
6.11	HER highlighted one legacy [REDACTED]
6.12	HER had met with the organisers of the Scottish Military Ball on 11 May at the Royal Scots Club and asked that if anyone wished to go, they should contact HER or the Ch Exec. Chair stated that as SVR was the chosen charity, there should be a good attendance from the charity.
6.13	HER gave the Governing Body visibility of the GDPR plan for 2023/24, assuring members that it was proceeding well. The Chair agreed that this was an important piece work which was frequently scrutinised in audits.
6.14	HER stated that SVR was in talks with the National Register of Archives for Scotland (NRAS) to explore the potential for the charity's many historical documents to become part of a public record. This could involve the NRAS taking ownership of the documents if the charity considered this appropriate.
6.15	The Chair said that he would be more comfortable with the Charity's archives stored off site, and looked after by an organisation whose purpose was just that. He asked the HER to pursue this.
6.16	BEL Report. RW reported against the new format.
	<p>General Update:</p> <ul style="list-style-type: none"> • Engagements – The Residence Manager continues to engage with local authorities and charities. BEL had played a significant part in the funeral arrangements for one of their long term residents. [REDACTED] • Services – there were 11 residents and 3 tenants engaged with the counsellor or the occupational health therapist. • Activities – as per the report in the pack. <p>Occupancy:</p> <ul style="list-style-type: none"> • No of Rooms – 51 (30 one bed flats and 21 one and two bed flats) • % Occupied - 96% with 1 flat vacant • Resident Movement in this Qtr – 2 in / 2 out and 1 waiting to move in - full occupancy expected this month • Referrals in last Qtr – 9 (3 accepted, 2 in already, 1 waiting and 2 waiting to be assessed) • Data on Length of Occupancy (Annual Report Only) – No data exists so this report will start the process of capturing this information <p>Staffing:</p> <ul style="list-style-type: none"> • Issues / Concerns: Interviewing for the new housing assistant this week. Once recruited, this will give BEL 100% staffing. <p>Inspections / Regulations:</p> <ul style="list-style-type: none"> • Conducted in last Qtr – ongoing work to develop support plans for residents. • Planned for next Qtr – fire inspection due in May.

<p>6.19</p> <p>6.20</p> <p>6.20</p> <p>6.21</p> <p>6.22</p>	<p>Look Forward:</p> <ul style="list-style-type: none"> • Next Qtr: on going planning for 10 yr celebrations in Oct. • Next 3-6 months – meeting with other Veterans Organisations to work on after-care following departure from BEL. <p>The Chair thanked RW for his report and specifically for the way in which the Residence had supported the recent funeral.</p> <p>WHI Report. Ch Exec briefed.</p> <p>General Update:</p> <ul style="list-style-type: none"> • Engagements – Fighting with Pride Membership, important from an EDI perspective but also for grant applications. Visits from the Governor of Edinburgh Castle (Maj Gen Alastair Bruce) who opened the new gym, UK Veterans Minister (Jonny Mercer MP) who was briefed on veterans housing and health in Scotland and the Scottish Housing Minister (Paul McLennan MSP) who agreed to put us in touch with those involved in the Housing Emergency Task Force. • Services – As per the report in the pack • Activities – as per the report in the pack <p>Occupancy:</p> <ul style="list-style-type: none"> • No of Rooms - 85 • % Occupied – 88.2% which is below the KPI (10% voids) • Resident Movement in this Qtr – 11 in / 3 out and 0 waiting to move in • Referrals in last Qtr – 34 (12 accepted, 5 refused, 8 withdrawn, 4 lost contact, 5 being assessed) • Data on Length of Occupancy (Annual Report Only) – No data exists so this report will start the process of capturing this information <p>Staffing:</p> <ul style="list-style-type: none"> • Issues / Concerns: Training and admin coordinator post filled, housing assistant post filled, night concierge recruitment is underway, Interviewing for the new housing assistant this week and supporting a work placement organised through the local authority. <p>Inspections / Regulations:</p> <ul style="list-style-type: none"> • Conducted in last Qtr – Successful Care Inspectorate Visit in Dec (detail below). All fire audits are complete. <p>Look Forward:</p> <ul style="list-style-type: none"> • Next Qtr: Support plans underway with another 30 this qtr, developing the 2024 work plan • Next 3-6 months – decision on lift refurb is welcomed but will need to be planned around to avoid disruption. <p>ROS Report. This was not to the same format but in the pack for Governing Body members to read.</p> <p>On the new reporting format, SB asked that it specifically addressed residents' satisfaction at the way the residences were run.</p> <p>The Chair agreed and stated that the emotional input from residents should be key to both measuring success and to the Strategic Review process. TG said the QC could help in this respect. The Chair agreed, stating that this would formalise residents</p>
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	inputs.			
7	Governance	Sub Cttee Chairs, Chief Exec	Sub Cttee Reports & Risk Register	Noted
7.1	Audit and Risk Committee (ARC) Report – TJ stated that the last meeting was 14 Mar 24 and had reviewed the external and internal audits of SVR.			
7.2	The Committee had approved the Wylie & Bissett external audit plan with field work starting 25 Mar. This will allow the Committee to report findings at the next GB Meeting (24 May). The Committee reviewed and were satisfied with the internal report produced by TIAA.			
7.3	The 3 year TIAA contract was up for renewal. The Ch Exec recommended that we continue with TIAA as our internal auditors for a further 3 years on a fixed contract, which was cheaper than year on year contract. Cost was just over £20k including VAT. At the 3 year point, the Ch Exec recommended we re-tender the contract with 6 years being the average period for RSLs to stay with one internal audit provider.			
7.4	The Chair asked whether there was a limit on the length of time to be with one auditor. Chief Exec confirmed that there was not.			
7.5	Decision: The Governing Body agreed to extend the TIAA contract for a further 3 years on a fixed contract and re-tender in the third year.			
7.6	Investment, Remuneration and Finance Committee Report (IRFC) - The IRFC had not met this qtr but would meet before the end of the month and put out an addendum to the minutes.			
7.7	Quality Committee (QC) Report – TG updated the Governing Body on the Care Inspectorate (CI) visit to WHI on 20 Dec 23. The overarching grade was 5 (Very Good) with no requirements imposed on SVR. TG stated that the unique service which SVR delivers could confuse an inspection team given that there were no other organisations against which to compare. Time was needed during the inspection to explain this. TG highlighted one focus area relating to peoples’ experience, measured in terms of compassion, dignity and respect. Here, the CI had awarded 4 (Good). The recommendations would be tracked through the QC meetings each quarter with a view to aligning the inspection criteria with Business as Usual (BaU). BEL was likely to receive a visit in 2024 so themes and trends needed to be shared by those residences already inspected. The QC TORs would be reviewed to ensure that it provides assurance, as opposed to reassurance, to the Governing Body.			
7.8	The Chair agreed on the need to set the standard and make it BaU. RW asked whether we were benchmarking against the 6 key questions. Ch Exec stated that the 6 key questions from the Care Inspectorate form the SVR Quality Assurance Framework and that we derive improvement plans from those 6 key questions.			
7.9	RE described it as an impressive result and the product of hard work across the organisation. The Chair agreed adding that the reputational enhancement that comes with a good inspection report is superb.			
7.10	Strategic Risk Register – Chief Exec briefed on the 4 strategic risks on the register.			
	<ul style="list-style-type: none"> • WHI Render Project. Ch Exec explained that he had been assured that the lime free render experiment would be done under the right weather conditions. 			

	<p>The lime free render had to be produced in significant quantities which would push the WHI work into summer 2026.</p> <ul style="list-style-type: none"> • Risk of Inflation. Given the decreasing rate of inflation, Ch Exec had reduced the risk impact from SEVERE to MODERATE. This brought the residual risk within tolerance. However, given the unpredictable nature of this risk, the Ch Exec recommended it remain on the register until Q3. Chair agreed. • Lack of Business Continuity Plans. Briefed at Ser 86 in the action log. Once the software and the training is complete, this risk can be archived. • Potential loss of the City of Edinburgh Contract for Homeless Accommodation with Support (HAWs). DCEO had worked hard to secure this 10 year contract. The risk has been downgraded to within tolerance and the recommendation is that it should be archived from the register. Governing Body agreed. 		
7.11	Revision of the SHR Regulatory Framework. The new framework would be introduced on 1 Apr 24, the significant change being that the SHR could now direct RSLs to report on specific issues such as RAAC or black mould.		
7.12	Governing Body Skill and Competency Review. The Chair reminded the Governing Body of its obligation to conduct an annual review of its competencies and skills. CM's decision to stand down at the AGM this year meant there was space in Governing Body for a new Trustee. The Chair asked that in this annual review, Trustees think about the needs of our beneficiaries over the next 15 years and how we position ourselves in terms of real estate and services to deliver those needs. It was important to think about what we need in the Governing Body and identify any competency gaps and therefore what skills we needed to bring in. The Chair said he needed to reach out to all trustees to ask on their individual skill sets and future intentions.		
7.13	A succession plan was needed wrt Chair and Chief Exec [REDACTED]		
7.14	[REDACTED]		
7.15	[REDACTED]		
7.16	The Chair stated that the strategic review process would need a degree of continuity so the leadership would need to remain as the strategy is worked up.		
7.17	The Chair said he was available for any Governing Body member to discuss this succession plan and if there was anyone else who was thought as a good future chair, to raise it with him.		
8	Strategy	Chief Exec	Approved
8.1	The Ch Exec set out the factors to be considered when working up the new strategy. He explained that courses of action would be developed by the SMT and presented to		

	the GB in the 2 nd half of the year. The strategy was necessary and was in line with new direction from the SHR that RSLs look at the future expectations of their beneficiaries.
8.2	The Ch Exec proposed that SVR beneficiaries should be at the centre of this study, identifying who, how many and how that population would change over time. The Scottish census should inform this later in the year. It was expected that the percentage of veterans in the population would drop as the national service generation falls away with beneficiaries coming from a volunteer background with increased numbers of females. SVR might consider broadening its beneficiaries, for example explicitly including 'Blue Light' veterans. Ultimately, the Governing Body would need to think as broadly as possible to get to the heart of what we need to do.
8.3	Having identified the beneficiaries, the strategy should set out their expectations and those of regulatory bodies, society and gate keepers (ENDS). The Governing Body can then consider the most effective methods of delivering against those expectations (WAYS) and work out the resources needed to make it realisable ((MEANS).
8.4	RE asked whether there had been anything specific to drive this. The Chair stated that if we don't challenge ourselves and question what we need to provide, we may find that it is too late to change. Ch Exec said he had seen expectations change among serving personnel which were more akin to the self-catered facilities at BEL. If this was to be the model, and if it proved too difficult to replicate at ROS and WHI, an option might be a new build.
8.5	Chair restated the SVR intent which was to reintroduce veterans to independent living which BEL does very well.
8.6	TG said this timing was right and the need to get people back to independent living may in some cases be compromised by our real estate.
8.7	Ch Exec was asked to identify a day on which the GB could meet to conduct the analysis. This should be in the next 6 months allowing us to do the foundation work in 2025. The Chair would find external funding and a venue.

9	Merchant Navy Service Report	AC	Verbal	Noted
9.1	The Merchant Navy Welfare Board (MNWB) was going through a restructure and would ultimately comprise of 4 working groups comprising Port Welfare, Serving Seafarers and Families, Older Seafarers and Grants.			
9.2	It had conducted an operations cost review and found that £78k could be saved by shopping around and switching to better contracts. The Ch Exec MNWB could provide more detail.			
9.3	Similar to SVR, the Maritime Charities Group was updating its strategy, looking at the future beneficiaries which although fewer in number, were living longer albeit with greater health complications.			
9.4	The MNWB was in talks with government on the imposition of a levy on visiting ships which would be reinvested into welfare for seafarers.			
9.5	The MNWB was recruiting a new trustee from the fisheries sector, thus expanding the experience and skill set of the board.			
9.6	Talks were underway to establish a protocol for abandoned seafarers.			

9.7	Nominations for the annual award for services to seafarers would close on 31 Jul 24. If the Governing Body considered anyone qualifying for an award, details of how to nominate were on the MNWB website. Afternote: Confirmatory note to be circulated with Minutes.		
10	Any Other Business	Chair	
10.1	There being no further business, the Chair thanked everyone for their attendance and useful discussion. He looked forward to identifying a date on which the Governing Body could meet to work on the SVR strategy.		
11	Date of Next Meeting	Chief Exec	
11.1	Annual General Meeting: 24 May 24, 1000hrs at Whitefoord House and MS Teams. Governing Body Meeting: 24 May 24, 1100hrs at Whitefoord House and MS Teams.		